



Title: SYSTEM AND METHOD FOR REPORTING CALLS  
Inventor: Kirk C. Danzl et al.  
Docket No.: 08202/1200333-US1  
Serial No. 09/441,822

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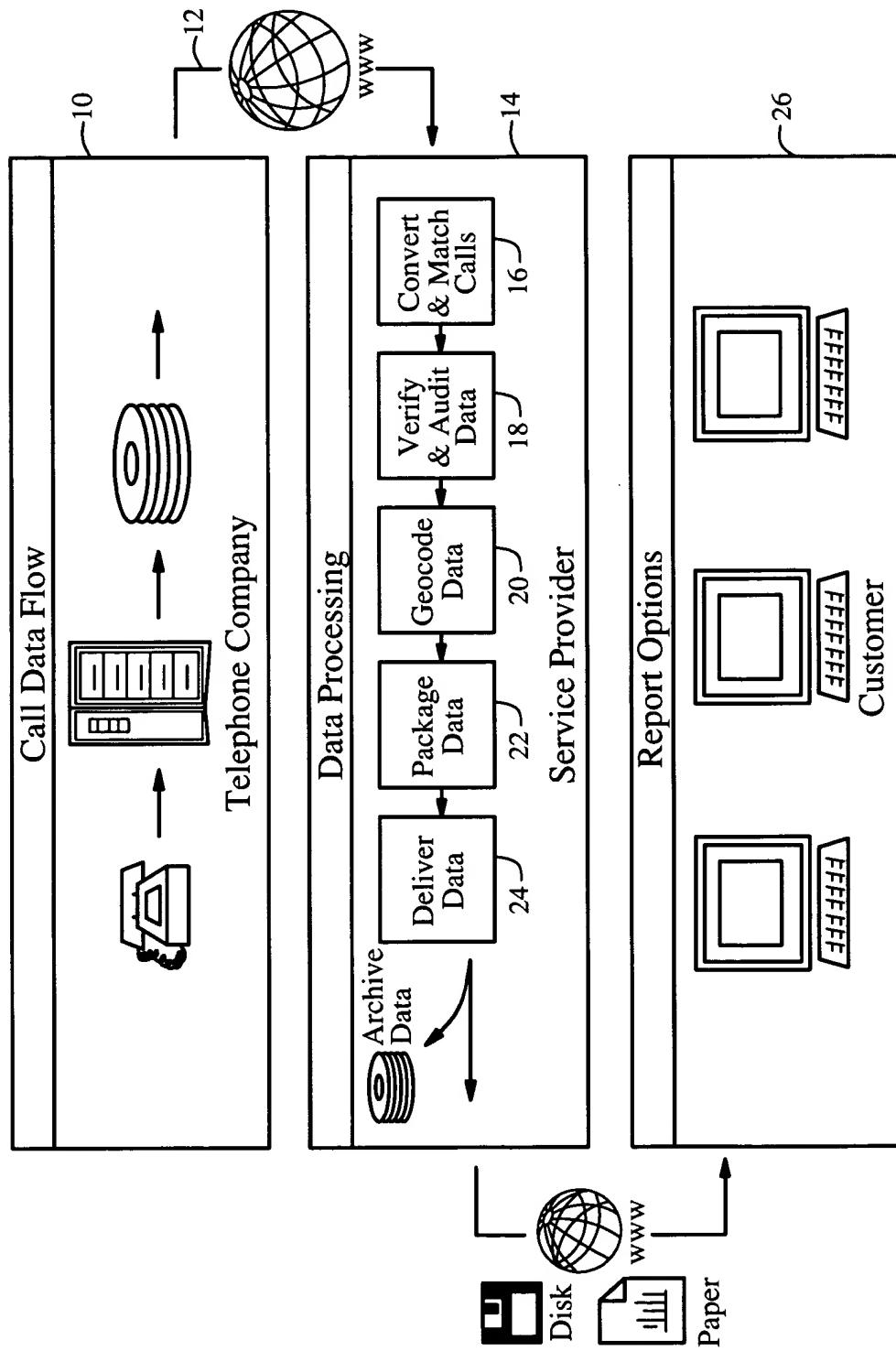


Figure 1



Title: SYSTEM AND METHOD FOR REPORTING CALLS

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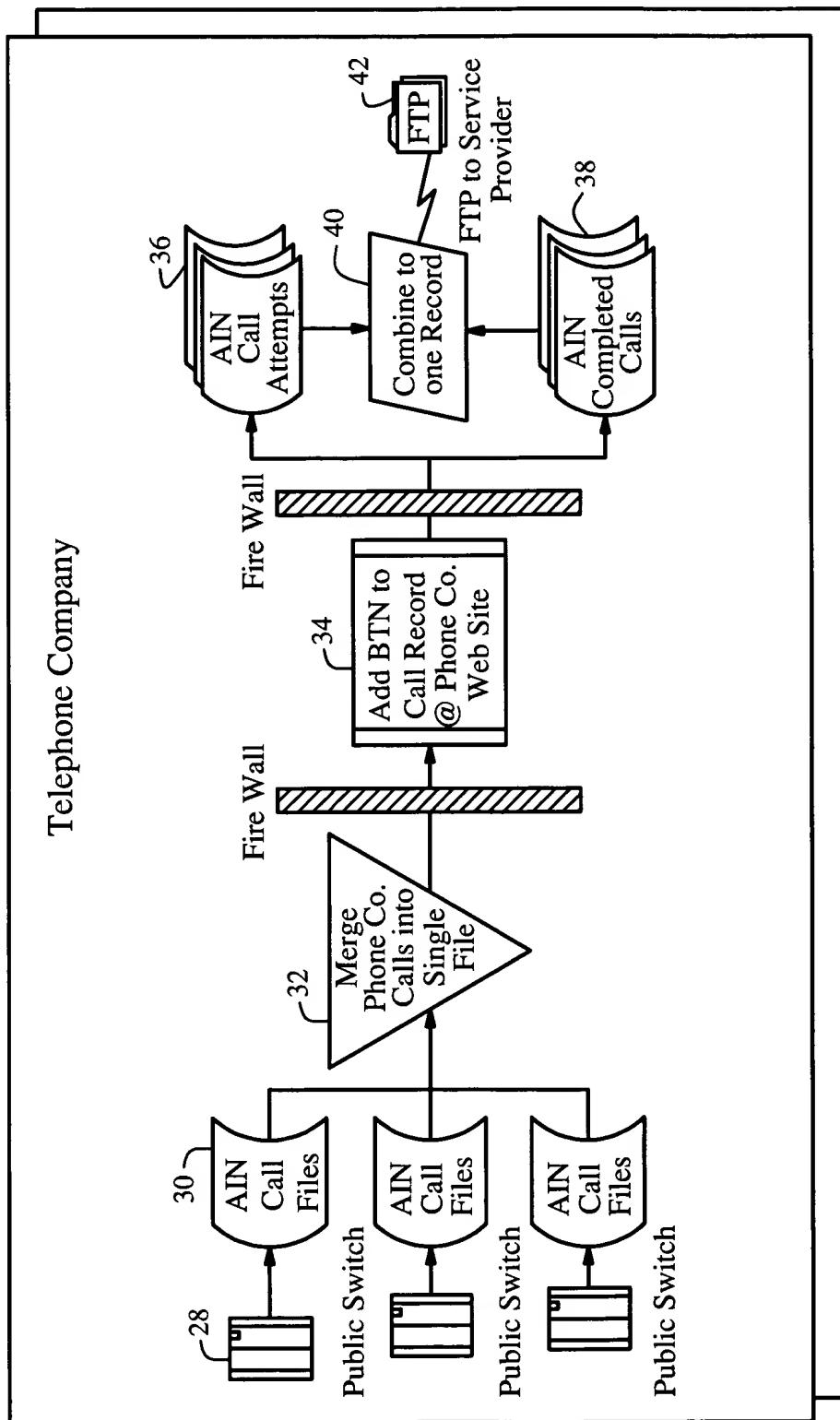


Figure 2



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RBOC ID	Vencode	Cmr_rate	Study Type	Vendor Type	btn	Line
85006c15c016	11	Cmr_sample_c	0	0	105072881861	105072527500

44  
46  
48

Time	Date	Calling Party	Name	Zip Code	Call Type	Response Type
6050700	819981007	105078679181	Nr	9559233503	Continue	1

50  
52  
54  
56  
58

Duration	Sec	Err Code	Busycd	Exception	Busy Cause
1	40	0	0	0	

60

Figure 3

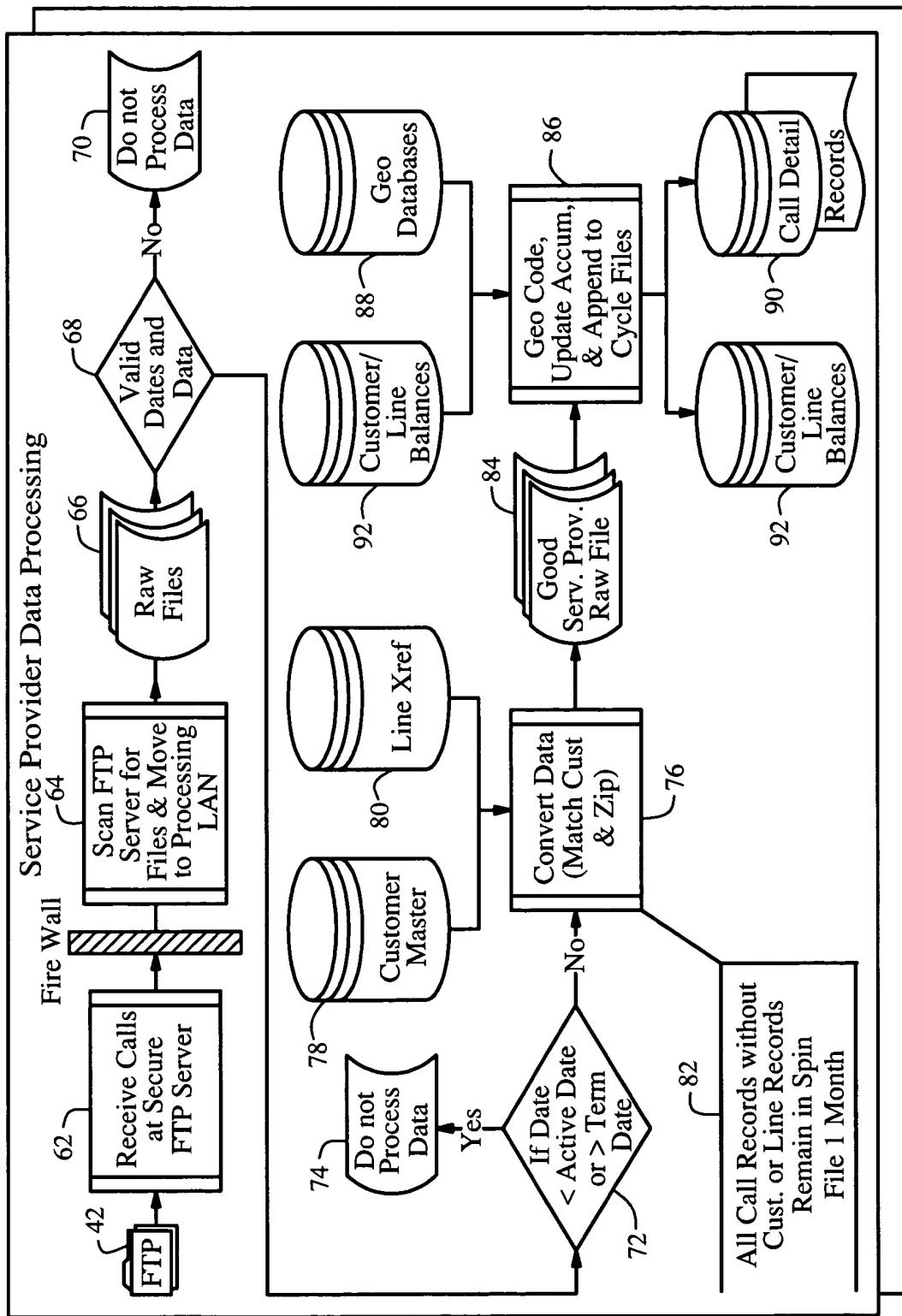


Figure 4

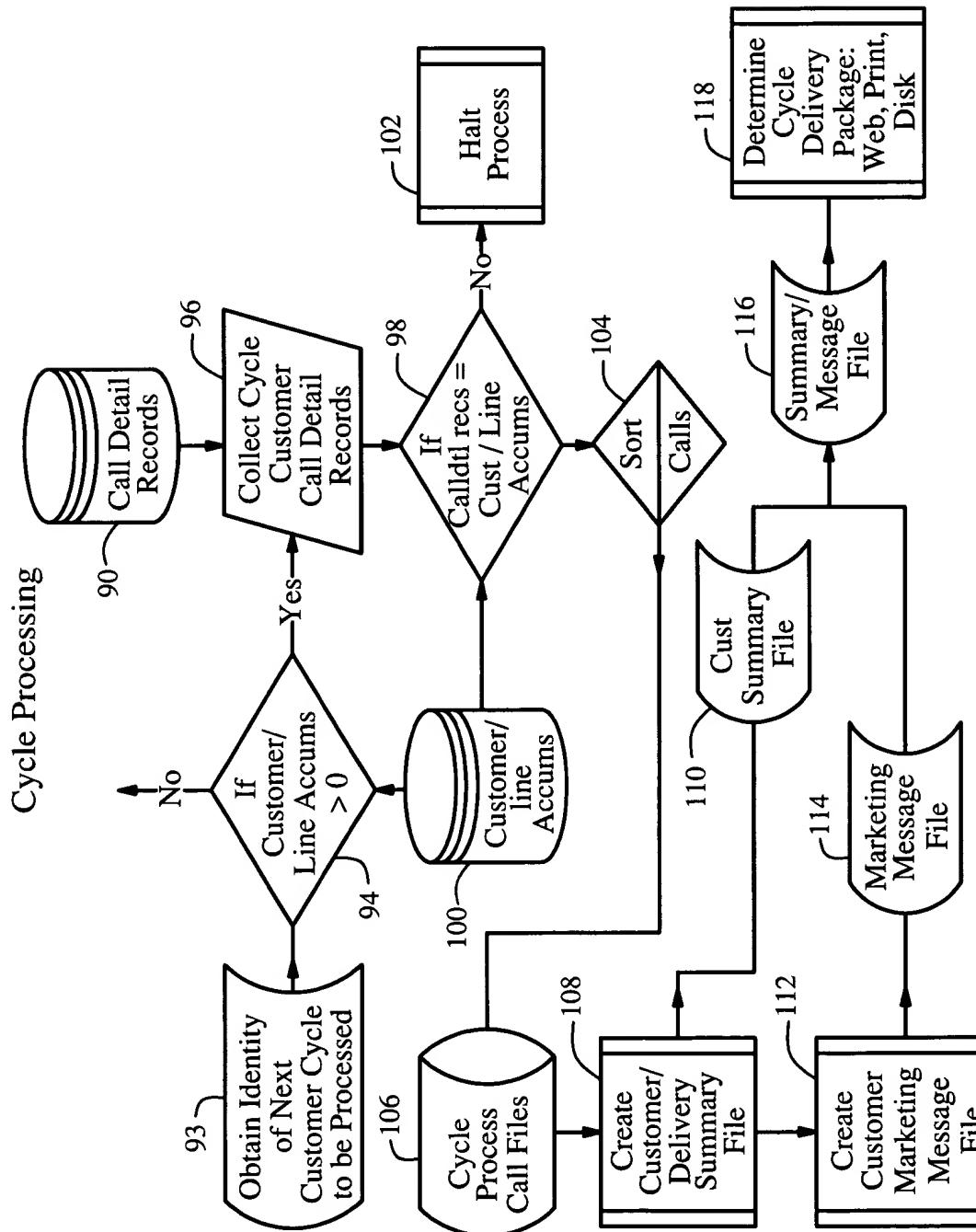


Figure 5



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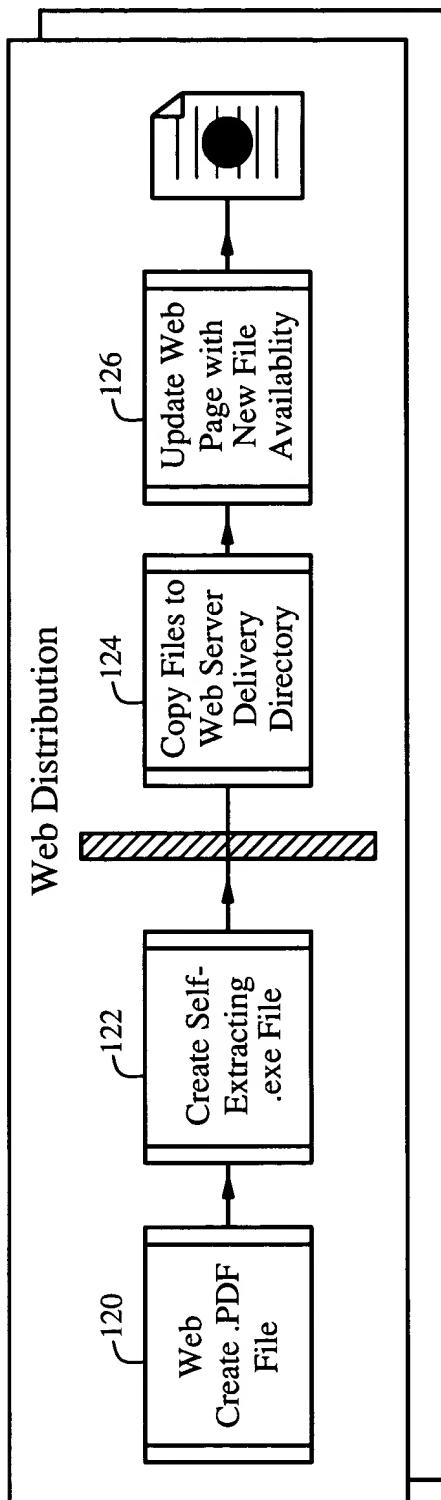


Figure 6

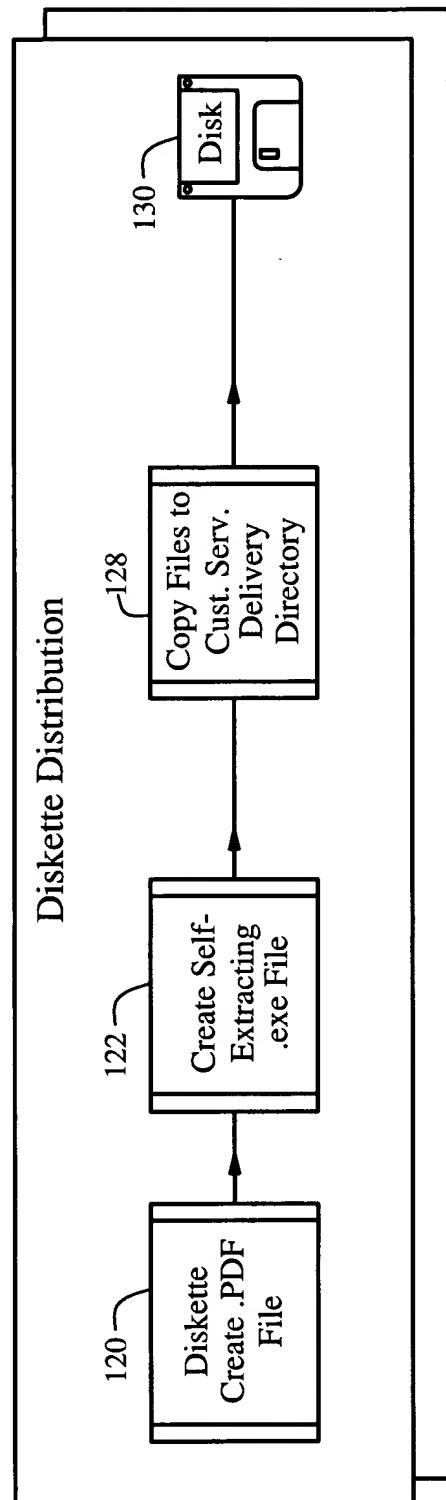


Figure 7



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FILE_ID	CDATE	CTIME	DN	CPN	CALL_TYPE	CALL_DISP	CALL_STAT
8/22/98	04:18:15 PM	5135551212	9375787400	I	2	0	
8/22/98	04:18:36 PM	5135551212	8122562495	I	0	1	
8/22/98	04:32:30 PM	5135551212	7405458420	I	0	1	
8/22/98	06:39:51 PM	5135551212	1111111111	I	0	1	
8/23/98	08:55:34 AM	5135551212	5555555555	I	0	1	
8/23/98	09:09:07 AM	5135551212	1111111111	O	0	1	
8/23/98	09:52:46 AM	5135551212	1111111111	I	1	0	
8/23/98	12:22:41 PM	5135551212	1111111111	I	0	1	
8/23/98	12:48:28 PM	5135551212	5133901888	I	0	1	
8/23/98	01:41:09 PM	5135551212	6066207160	I	0	1	
8/23/98	01:53:10 PM	5135551212	9378565488	I	0	1	
8/23/98	02:17:51 PM	5135551212	1111111111	I	2	0	
8/23/98	03:32:58 PM	5135551212	1111111111	I	0	1	
8/23/98	03:47:34 PM	5135551212	5136598931	I	3	0	
8/23/98	05:30:56 PM	5135551212	7658471638	I	0	1	
8/23/98	07:16:25 PM	5135551212	93772740967	I	0	1	
8/23/98	11:09:44 PM	5135551212	1111111111	I	0	1	
8/21/98	09:06:43 AM	5135551212	6066354067	O	0	1	
8/20/98	09:17:34 AM	5135551212	6065895650	I	0	1	
8/19/98	08:33:35 AM	5135551212	6068697769	I	2	0	
8/19/98	09:05:04 AM	5135551212	6066879769	I	0	1	
8/19/98	05:22:59 PM	5135551212	6066896779	I	0	1	
8/21/98	08:55:45 PM	5135551212	6066722444	I	0	1	
8/17/98	11:59:37 AM	5135551212	6069218116	O	0	1	
8/20/98	02:43:02 PM	5135551212	6062198116	I	0	1	
8/21/98	04:59:46 PM	5135551212	6062198116	I	1	0	
8/18/98	10:21:30 AM	5135551212	6062916544	I	0	1	
8/19/98	09:26:36 AM	5135551212	6069214564	I	0	1	

Figure 8

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CALL_DUR	XACTION	CPN_NAME	POSTALCODE	LONGITUDE	LATITUDE	Q_BYTES	MISC
0	Unavailable		-84.193714	39.759868	S		
260	Unavailable		-85.384117	38.733633	S		
200	Unavailable		-82.961757	40.232652	S		
360	Unavailable		0.000000	0.000000	U		
2730	Unavailable		0.000000	0.000000	U		
240	Unavailable		0.000000	0.000000	U		
0	Unavailable		0.000000	0.000000	U		
230	Unavailable		0.000000	0.000000	U		
110	Unavailable		-84.519930	39.102459	S		
220	Unavailable		-84.519930	39.102459	S		
100	Unavailable		-84.364952	39.623529	S		
0	Unavailable		0.000000	0.000000	U		
50	Unavailable		0.000000	0.000000	U		
0	Unavailable		-84.519930	39.102459	S		
220	Unavailable		-84.941571	40.049073	S		
70	Unavailable		-84.225906	39.790287	S		
2720	Unavailable		0.000000	0.000000	U		
50	Unavailable	410019720	-84.419803	38.880692	A		
4400	Unavailable	410058211	-84.722085	39.028344	A		
0	Unavailable	410059751	-84.737297	39.075182	A		
2180	Unavailable	410059751	-84.737297	39.075182	A		
2850	Unavailable	410059751	-84.737297	39.075182	A		
280	Unavailable	410069608	-84.369442	38.787168	A		
760	Unavailable	410111135	-84.530487	39.082738	A		
3450	Unavailable	410111135	-84.530487	39.082738	A		
0	Unavailable	410111135	-84.530487	39.082738	A		
1610	Unavailable	410111160	-84.529001	39.082483	A		
710	Unavailable	410111160	-84.529001	39.082483	A		

Figure 8 (Continued)



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### Geocoding Logic Hierarchy

	Criterion	Value
<u>CASE 1</u>		
IF	9 digit zip exists in zip field & exists in -> 9 digit zip DB	A
	otherwise 9 digit zip (1st 5 digits) exists in -> 5 digit zip DB	B
	otherwise 9 digit zip (1st 3 digits) exists in -> 3 digit zip DB	C
	otherwise npanxx of calling # field exists in -> npanxx DB	D
	otherwise npa of calling # field exists in -> nap DB	E
	otherwise use special value indicating unknown origin	F
<u>CASE 2</u>		
otherwise, IF	6, 7, or 8 digit zip exists in zip field (bad data)	
	AND npanxx of calling # field exists in -> npanxx DB	G
	otherwise npa of calling # field exists in -> nap DB	H
	otherwise use special value indicating unknown origin	I
<u>CASE 3</u>		
otherwise, IF	5 digit zip exists in zip field & exists in -> 5 digit zip DB	J
	otherwise 5 digit zip (1st 3 digits) exists in -> 3 digit zip DB	K
	otherwise npanxx of calling # field exists in -> npanxx DB	L
	otherwise npa of calling # field exists in -> nap DB	M
	otherwise use special value indicating unknown origin	N
<u>CASE 4</u>		
otherwise, IF	< 5 digit zip exists in zip field (bad data)	
	AND npanxx of calling # field exists in -> npanxx DB	P
	otherwise npa of calling # field exists in -> nap DB	Q
	otherwise use special value indicating unknown origin	R
<u>CASE 5</u>		
otherwise, IF	0 or null exists in zip field (no zip)	
	AND npanxx of calling # field exists in -> npanxx DB	S
	otherwise npa of calling # field exists in -> nap DB	T
	otherwise use special value indicating unknown origin	U

Table 1



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Report Selection : Demonstration Data Set

Report Period  
08/10/98 08/16/98 7

Start Date End Date Day in Period  
162 Change Dates

Report Set Selection

Report Collection 10  
Active Report Set  
Customize Report Set  
166

View Reports  
176

Quick Summary  
160

Answered Calls  
1116

Abandoned Calls  
100

Busy Calls  
85

Other Calls  
114

Total Calls  
1415

Exit

158

## Appendix A



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August 1998						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
				*ACTIVE* Available		
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## Appendix B



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<input checked="" type="checkbox"/> Customize Report Sets	
<input checked="" type="checkbox"/> Report Collection 10	
Report Sets	<input type="button" value="Select"/>
Reports in Sets	<input type="text" value="1"/>
	<input type="button" value="Clear"/>
	<input type="button" value="Delete"/>
<input type="button" value="New"/>	<input type="button" value="Copy"/>
<input type="button" value="Rename"/>	
<input checked="" type="checkbox"/> Incoming & Outgoing	
<input checked="" type="checkbox"/> Call Types	
172	
	<input type="radio"/> Select Reports
174	<input type="radio"/> Select Telephones
<input type="checkbox"/> Call Types	
<input type="checkbox"/> Call Type by Day (Weekly Total)	
<input type="checkbox"/> Call Type by Hour (Daily Detail)	
<input type="checkbox"/> Call Type by Hour (Weekly Total)	
<input type="checkbox"/> Answered Totals	
<input type="checkbox"/> Busy Totals	
<input type="checkbox"/> Abandoned Totals	
<input type="checkbox"/> Other Totals	
<input type="checkbox"/> Weekly View	
<input type="checkbox"/> Monthly View	
<input type="checkbox"/> Callers/Areas	
<input type="checkbox"/> Multi Location	
<input type="checkbox"/> Trends	
<input type="checkbox"/> Summary	
<input type="checkbox"/> Call Totals	
<input type="checkbox"/> Usage	
<input type="checkbox"/> Call Duration Distribution	
<input type="checkbox"/> Total Call Duration	
<input type="checkbox"/> Average Call Duration	
<input type="checkbox"/> Tips	
<input type="checkbox"/> OK	

## Appendix C



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## New ZIP Codes

October 26, 1998 - November 1, 1998

New ZIP codes discovered in the current date range ranked by answered call count

Zip Code	State	Call Count	First Call Date & Time	Last Call Date & Time	Total Duration
55402	MN	11	10/26/98 11:07:00 AM	10/30/98 02:46:00 PM	0:27:40.0
55416	MN	11	10/26/98 12:11:00 PM	10/29/98 02:37:00 PM	0:11:25.0
84111	UT	6	10/26/98 09:56:00 AM	10/28/98 02:15:00 PM	0:31:12.0
55343	MN	6	10/26/98 01:38:00 PM	10/30/98 11:57:00 AM	0:14:28.0
56304	MN	5	10/26/98 06:43:00 PM	10/28/98 05:47:00 PM	0:44:51.0
85012	AZ	4	10/27/98 05:15:00 PM	10/29/98 05:48:00 PM	0:06:14.0
55347	MN	4	10/26/98 06:51:00 AM	10/28/98 02:43:00 PM	0:02:31.0
98191	WA	3	10/26/98 10:34:00 AM	10/29/98 06:09:00 PM	0:16:07.0
55104	MN	3	10/26/98 11:48:00 AM	10/27/98 11:30:00 AM	0:03:12.0
55415	MN	3	10/27/98 05:34:00 PM	10/30/98 01:03:00 PM	0:02:17.0
80132	CO	3	10/26/98 12:57:00 PM	10/26/98 02:57:00 PM	0:01:24.0
55425	MN	2	10/26/98 04:25:00 PM	10/28/98 03:56:00 PM	0:06:05.0
98188	WA	2	10/28/98 01:26:00 PM	10/28/98 01:29:00 PM	0:05:34.0
83204	ID	2	10/30/98 11:09:00 AM	10/30/98 11:09:00 AM	0:04:48.0
55431	MN	2	10/26/98 03:59:00 PM	10/30/98 09:44:00 AM	0:03:39.0
55124	MN	2	10/27/98 02:08:00 PM	10/27/98 02:10:00 PM	0:03:07.0
55364	MN	2	10/27/98 03:50:00 PM	10/27/98 03:50:00 PM	0:00:46.0
55437	MN	2	10/28/98 05:11:00 PM	10/29/98 03:25:00 PM	0:00:29.0
55305	MN	1	10/27/98 03:20:00 PM	10/27/98 03:20:00 PM	0:09:54.0
85283	AZ	1	10/28/98 05:44:00 PM	10/28/98 05:44:00 PM	0:07:33.0
85024	AZ	1	10/27/98 05:41:00 PM	10/27/98 05:41:00 PM	0:04:06.0
80202	CO	1	10/30/98 01:36:00 PM	10/30/98 01:36:00 PM	0:03:35.0
55118	MN	1	10/30/98 08:37:00 AM	10/30/98 08:37:00 AM	0:03:17.0
97401	OR	1	10/29/98 02:13:00 PM	10/29/98 02:13:00 PM	0:02:32.0
80206	CO	1	10/28/98 10:09:00 AM	10/28/98 10:09:00 AM	0:02:02.0
68144	NE	1	10/28/98 03:14:00 PM	10/28/98 03:14:00 PM	0:01:51.0
55391	MN	1	10/28/98 05:36:00 PM	10/28/98 05:36:00 PM	0:01:48.0
55011	MN	1	10/26/98 02:30:00 PM	10/26/98 02:30:00 PM	0:01:47.0
85255	AZ	1	10/27/98 05:55:00 PM	10/27/98 05:55:00 PM	0:01:22.0
99216	WA	1	10/30/98 11:29:00 AM	10/30/98 11:29:00 AM	0:01:11.0
97204	OR	1	10/26/98 02:08:00 PM	10/26/98 02:08:00 PM	0:00:57.0
55113	MN	1	10/26/98 03:59:00 PM	10/26/98 03:59:00 PM	0:00:43.0
68102	NE	1	10/26/98 12:05:00 PM	10/26/98 12:05:00 PM	0:00:41.0
98004	WA	1	10/30/98 03:32:00 PM	10/30/98 03:32:00 PM	0:00:41.0
55422	MN	1	10/26/98 11:12:00 AM	10/26/98 11:12:00 AM	0:00:20.0
55102	MN	1	10/27/98 11:47:00 AM	10/27/98 11:47:00 AM	0:00:07.0
55427	MN	1	10/26/98 04:09:00 PM	10/26/98 04:09:00 PM	0:00:06.0
55404	MN	1	10/26/98 04:26:00 PM	10/26/98 04:26:00 PM	0:00:05.0
55420	MN	1	10/26/98 10:05:00 AM	10/26/98 10:05:00 AM	0:00:03.0

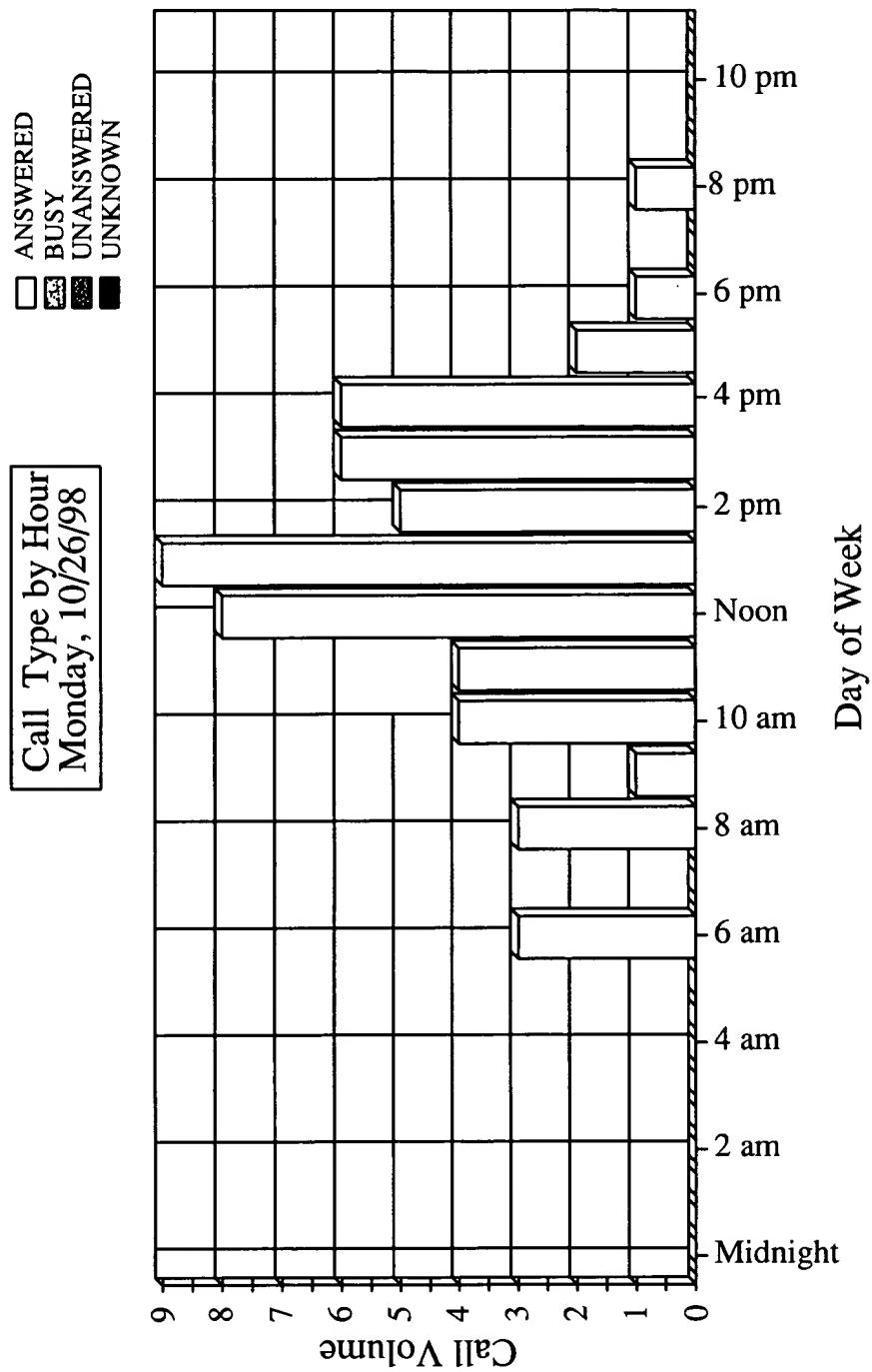
## Appendix D



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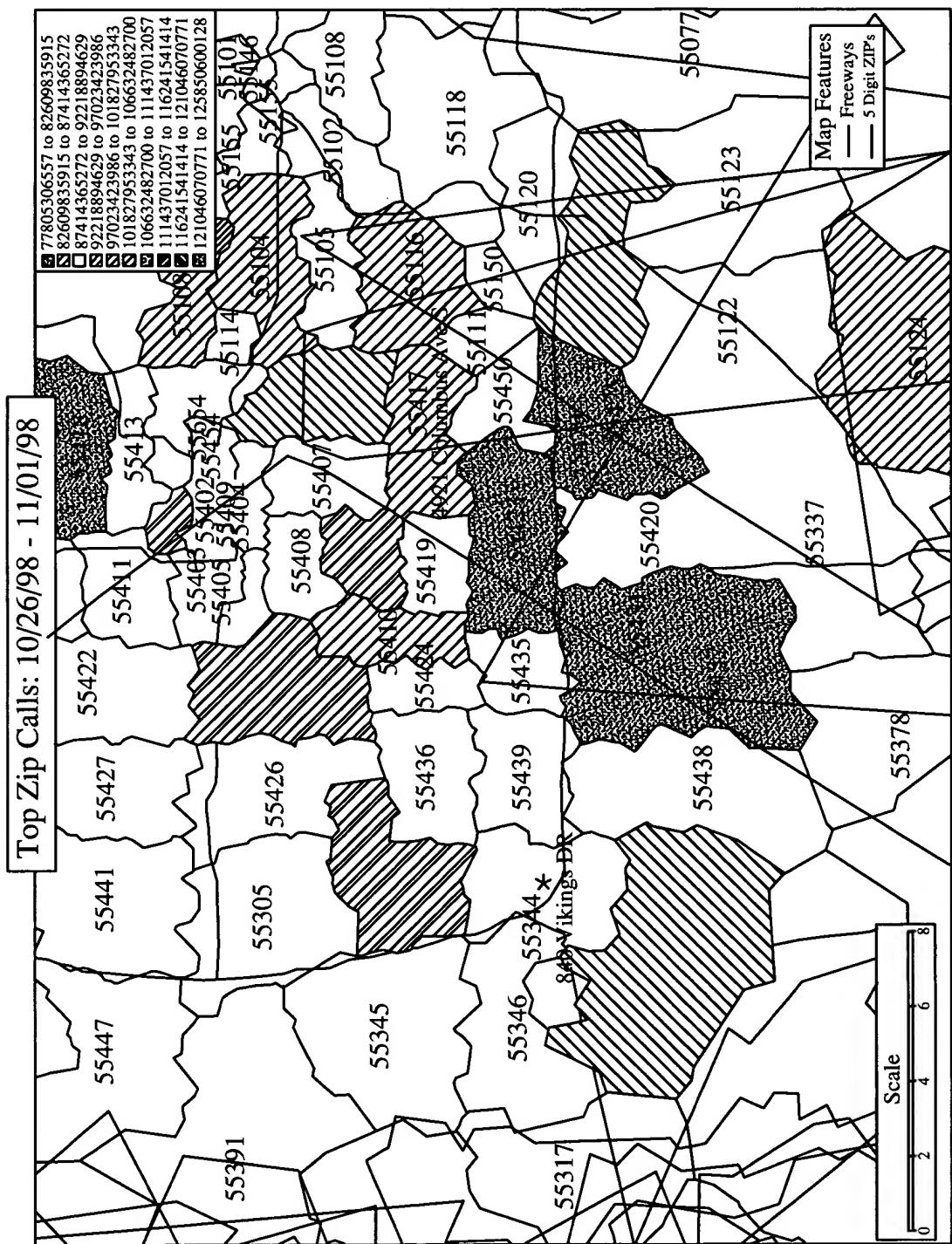
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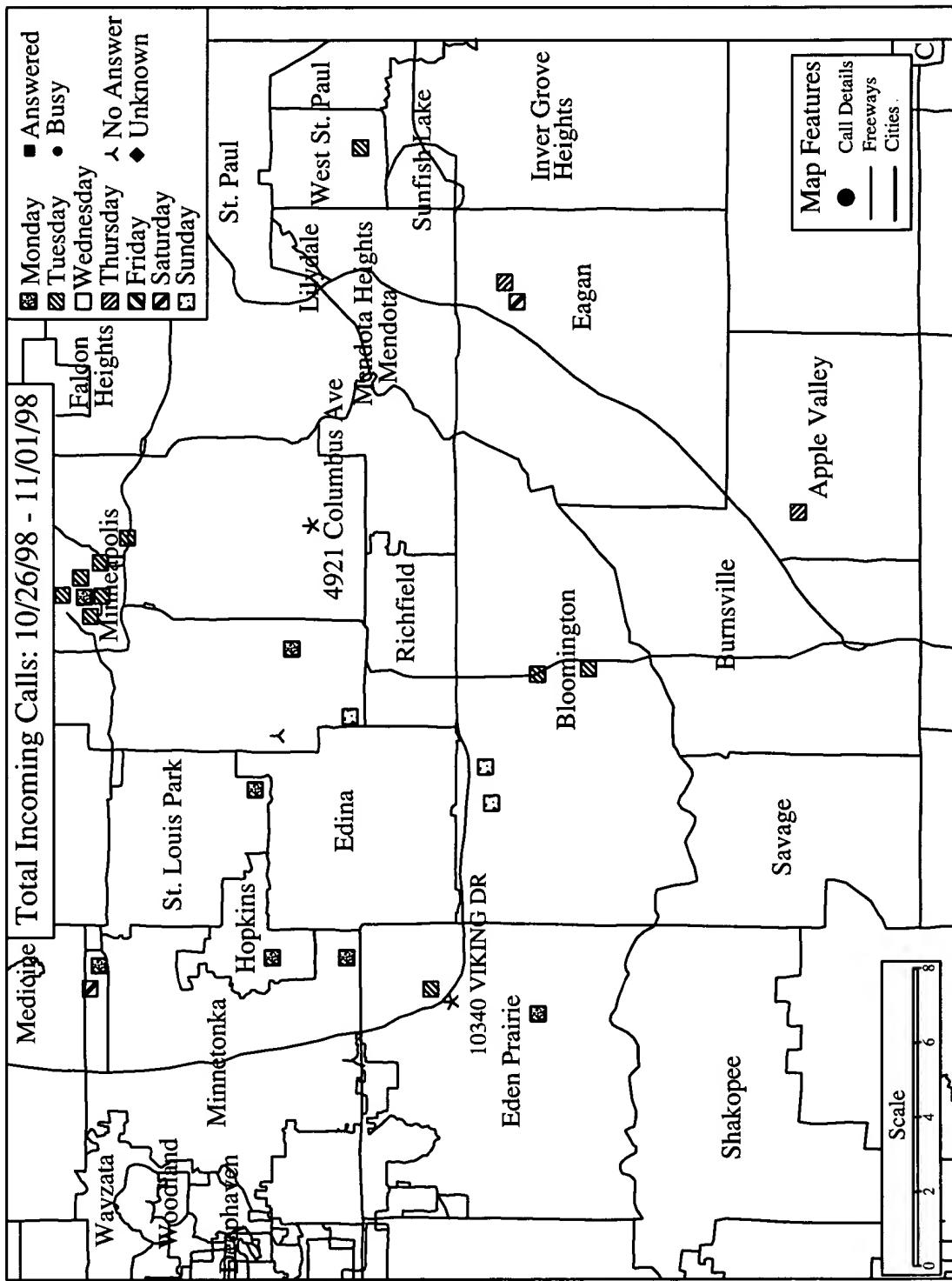


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## Appendix G